

## **December 2017**

### **The Eugene Police Department received 19 commendations from the public in December, 2017. Below is a sample of those commendations.**

A commendation for officers was received from an outside agency thanking EPD for their "willingness to help and their knowledge" in assisting their department. The staff from the outside agency commented, "(Officers' names) assistance was instrumental in providing information, facts, and ideas that have been used in a staff report to our City Council, and may influence how we address livability issues in the future."

A member of the public commended an officer for taking the time to provide De-Escalation Training to the person's congregation. The person commented, "This was particularly useful in bridging the gap between an uncomfortable moment and the need for police intervention. There was a great deal of engaged and interested chatter after you left and the talk resonated with many... this served as a good foundation. I would like to thank the city for making this service available. A good outreach to the community."

Officers were commended by a member of the public for their efforts in locating the person's missing spouse. The person commented, "These officers responded and put his picture out right away. Within minutes (officer's name) reported he had located him. My husband was cold and wet, (officer's name) put him in his car to get him warmed up. These were the two most genuine men. I cannot thank them enough for all the help and care they offered to both me and my husband."

A member of the public commended an officer for their assistance in installing car seats in their vehicle. The person commented, "Sending a special shout out to (officer's name) of the EPD for making a house (office) call today to ensure our car seats were installed correctly. I'm a full time working mom with two young kids, and have always found it difficult to make it to the scheduled car seat clinics, so I am just so appreciative that he took the time to come to me! He helped reinstall two seats, and did one for my co-worker as well."

Officers were commended by a member of the public for their prompt and orderly response to a traffic accident the person was involved in. The person commented, "I was in a car accident that broke my neck. You guys got there fast and kept traffic flowing through a busy intersection. Great work and fast response. Thank you."

A member of the public commended an officer for their assistance in regards to a mail theft. The person commented, "(Officer's name) came by and did a top-notch job interviewing us on our mailbox break in." The person was also very impressed with the professionalism displayed during their interaction with the officer.

Officers were commended by a member of the public for their efforts in locating the person's stolen vehicle. The person commented, "I just want to say thank you for finding my car that was stolen... I am very grateful to you. There was a lot missing out of it, but it still works and that's what matters."

A member of the public commended officers for a "very positive interaction" they had witnessed when officers dealt with a person in distress. The person commented, "There was a woman who appeared to be mentally ill and perhaps homeless - who was disorganized and sort of pestering the workers. I've worked in behavioral health for most of my career and was kind of concerned about what the interaction might look like when the police showed up, but I was completely impressed by

the kindness and respect your officers demonstrated in handling this situation. I know these situations are difficult, but I wanted you to know how genuinely skillful your officers were."

## **November 2017**

### **The Eugene Police Department received 29 commendations from citizens in November, 2017. Below is a sample of those commendations.**

A member of the public commended an officer for their communication skills displayed during a 'Disorderly Subject' call for service. The person's son suffers from a medical condition that can make communication difficult and during the incident, the person felt that the responding officer was "extremely calming and professional". The person stated their son was treated "with the utmost respect".

An officer was commended by a member of the public who recently had the privilege of accompanying the officer on a ride-along. The person commented, "I was so very impressed by your compassion, professionalism, and the huge contribution you make every day in keeping our community safe. I always have had respect for police officers, but it wasn't until spending part of a shift with you that I truly have a deep personal gratitude for the work of the police department."

A member of the public commended an officer for their efforts in retrieving the person's stolen wallet and personally returning it on their personal time. The person commented, "I really appreciate it. I'm not necessarily a fan of the police, but I thought that he and his supervisor should know he did a good job."

Officers were commended by a member of the public for the way they handled a situation when the person was having a mental breakdown. The officers listened, gave recommendations to local programs that could provide assistance and worked with CAHOOTS to ensure the person was taken care of. The person reflected on the situation and felt they could have been arrested due to the demonstrated behavior, and added, "They were considerate. They showed love."

A member of the public was commended for their actions when an officer from an outside agency was in a situation on I-5 alone with two theft case subjects, awaiting backup that was still miles away. The EPD officer was passing through the area and saw they may need assistance. The EPD officer identified as an off-duty officer and was able to provide cover to the lone officer until backup arrived. A superior of that officer commented, "I want to thank (officer's name) for stopping to help... He saw a police officer in need of assistance, and he immediately provided that assistance. I hope this letter reflects the appreciation we feel toward (officer's name) and the Eugene Police Department."

An officer received a 'Thank You' letter from the parents of a young man that the officer had recently interacted with during a call for service. The person felt the officer displayed "excellence and professionalism" during the interaction and commented, "You used fair and firm words, you analyzed the situation, you provided alternative solutions. In short, you are talented and professional. We in the River Road area and all in Eugene are blessed to have you to serve and to protect. Thank you!"

A member of the public commended officers and a dispatcher that assisted them on a call for service that was initially thought to be a home invasion. The person commented, "While the event fortunately turned out to be a false alarm, for twelve minutes your dispatcher kept me calm, while summoning help for what I thought was a home invasion incident. I was extremely embarrassed when it became evident that it was a false alarm, but your police officers were understanding, professional, and efficient in wrapping up the whole ordeal with little fanfare. All true professionals!"

A member of the public commended an officer through social media for the positive interaction that was displayed with local community members and commented, "We do things right here in our beautiful state of Oregon... He automatically helped. Protect and Serve. Through all of the turmoil and prejudice that happens in this world, this small act of kindness changed his day and theirs. He was a man that helped them during a time when they needed it the most."

An officer was commended by a member of the public for the "outstanding job" they performed during a recent incident involving a victim who was assaulted. The person commented, "I had a call out on Monday night at the University District and (officer's name) was so incredible. I feel like she really needs to be recognized for her great trauma-informed work!"

An officer was commended by a member of the public for the positive interaction they had with the officer. The person had been pulled over by the officer on their bicycle due to concerns the officer had observed and commented, "She was incredibly considerate and understanding with me, especially in light of the fact that I was not showing the necessary awareness of my surroundings nor demonstrating responsibility as a biker. It was a very effective wake up call for me regarding the level of attention I need to be maintaining while on the road, and I really appreciated the officer's willingness to give me the benefit of the doubt. She gets my sincere thanks."

A member of the public commended an officer for their professionalism after the person had been involved in a motor vehicle accident. The person commented, "I just wanted to say a quick thank you for your professionalism, empathy, and much needed humor in the aftermath of the crash. I was pretty shaken. It could've turned out much worse. Your handling of the situation definitely reduced my stress level by the time we parted ways."

## **October 2017**

### **The Eugene Police Department received 15 commendations from the public in October, 2017. Below is a sample of those commendations.**

A member of the public commended officers for the excellent job they did when interviewing a resident from a local care facility regarding a possible assault. The person felt the officers were "wonderful" and "kind" to the resident during their contact, and also added, "They were very gentle. They were complete and thorough in their investigation."

An officer was commended by a member of the public for the enlightening experience they had during a ride along with the officer. The person was impressed with the officer's ability to connect with people in a positive, meaningful way while still maintaining professionalism. The person

commented, "He took the time to stop and talk to some neighborhood kids who clearly enjoyed his presence. That sort of thing, in particular, goes a long way towards building a better community."

A member of the public commended an employee for the positive experience they encountered during a home security inspection. The person commented, "I met today (my choice) with EPD... It was well worth the half-hour we spent looking at my home and suggestions for improving safety... she offered insight and gave suggestions without expectations."

An officer was commended by a member of the public for their effort related to a vehicle accident incident. The person felt the officer went "above and beyond the call" when the involved person had to be transported to a local hospital. The person stated that there were some difficulties in identifying the person and the officer put in "quite a bit of work" and felt "real effort was made" to locate the identity of the person and contacting a family member to update them on their status. Without the officer's actions, notification to the family would have been delayed.

A member of the public commended officers for the way they handled a dangerous situation on the freeway involving a subject who had been darting in and out of traffic. Officers were able to calmly communicate, apprehend and transport the subject to the hospital for further evaluation. The person commented, "Everything was just perfectly done. Within no time, it was just taken care of," and further stated, "Nobody had to deal with a tragedy. Good job!"

Officers were commended by a member of the public for their effort in locating the person's stolen vehicle. The person commented, "I just wanted to say a big Thank You to the wonderful officers. They found our car, which was stolen last Saturday morning. We got a call at about 1 a.m. saying they found our car, so THANK YOU THANK YOU! You all are truly appreciated and good work!"

A member of the public commended officers for the communication skills displayed when they responded to the person's home to contact a member of their family, who had warrants for arrest and wasn't sure how the person would respond when officers arrived. The person felt that officers did an excellent job communicating with the person and felt they deserved a gold star. The person commented, "They were awesome! They've been highly schooled on how to talk to people."

Officers were commended by a member of the public for the compassion that was shown when they responded to the person's residence for a 'Welfare Check'. The officers spent more than an hour with the person attempting to help find a solution to the unfortunate circumstances. The person commented, "They took money out of their own pockets to help me out. You don't see that every day." The person stated that the officers were "special guys".

A member of the public commended an officer for their professionalism while taking a report regarding a noise issue with their neighbor. The person commented, "You were very kind in listening to my situation, offering feedback, and helping me to understand the options for taking action. I really appreciate your expertise and the time you took with this seemingly small issue. Many thanks for assisting in a fair and successful outcome for all. I'm grateful!"

## **September 2017**

**The Eugene Police Department received 13 commendations from citizens in September, 2017. Below is a sample of those commendations.**

A member of the public commended employees for the great work they did in retrieving the person's stolen vehicle. The person commented, "I called the non-emergency line and they were really great and super helpful." The person further stated that the Community Service Officer responded quickly, was "really awesome" and "super nice".

An officer was commended by a member of the public for their assistance related to a report of 'Illegal Camping' near the person's place of employment. The person commented, "Thank you very much. It was promptly taken care of and he did a great job."

A member of the public was very appreciative of the work that was accomplished in retrieving the person's rental car that was stolen during their recent visit to the area for a high school reunion. The person commented, "When I was in considerable shock, he met me at the first pizza restaurant, helped me with questions, made certain that I was able to function physically, drove me to the other side of Eugene to recover my property still in the car, and then drove me all the way back across Eugene to the location of my reunion. (Officer's name) exemplifies the very best if not all of your officers in the Eugene Police Department."

The Eugene Police Department was commended by a member of the public for their actions in recovering the person's stolen vehicle. The person commented, "I just would like to send a thank you to EPD for the fast recovery of my stolen vehicle... I'm not from the Eugene area, but have been pleased with the communication with dispatch day after day in locating my vehicle. Thank you much!"

A member of the public commended officers who responded to a recent 'Welfare Check' involving a member of the person's family. The person commented, "These two officers made it much easier to bear. All turned out well... Thanks again to these two young officers for their concern."

Officers were commended by a member of the public for the recent traffic patrols conducted in the person's neighborhood. The person had previously observed a number of speeding violations and unsafe driving practices near the local school in their neighborhood. The person commented, "After seeing the cop there today, hopefully they will be deterred to speed tomorrow, too! Thank you so much for making this a safe morning to walk to school. We appreciate it very much!"

A member of the public commended an employee for their effort in retrieving stolen jewelry that was part of a burglary that had occurred in Central Oregon. The employee's tenacity resulted in \$25,000 worth of jewelry being returned to its rightful owners. The person stated that the burglary has been very traumatizing for their family, but they have found great pride and joy in knowing the department and the employee are "looking out" for them.

Officers were commended by a member of the public for the positive impact they had on the person's child during a recent interaction. The person commented, "In just a few minutes, the officer was able to make a positive impact by talking to my teen as a fellow human rather than being condescending. I want to thank them for inspiring him to take a career path that will give him the opportunity to make a positive impact on society."

**August 2017**

**The Eugene Police Department received 25 commendations from the public in August, 2017. Below is a sample of those commendations.**

A member of the public commended officers for the manner in which they dealt with a distraught individual with mental health issues near the county courthouse. The person felt the officers were very respectful while dealing with the individual and commented, "They were just so kind and understanding."

Officers were commended by a member of the public for their hard work assisting hospital staff with a difficult patient who was brought in to the hospital. The staff expressed how very pleased they were with their "help and professionalism".

An officer was commended by a member of the public for the unexpected, pleasant experience the person encountered during a traffic stop. The person commented, "He was the nicest cop! For getting a speeding ticket, he made it a great experience!"

A family dealing with a difficult situation commended a detective for the compassion that was shown to their family. One of the family members commented, "You not only showed compassion the first time you met our family, but every time. You also took time to be available, which meant so much to our family."

A member of the public commended an officer for their insight and positive feedback related to a Parks violation incident that the person had been involved in. The person commented, "He checked in with me and I so appreciated his feedback. He was very helpful!"

An officer was commended by a member of the public for the "caring and kindness" that was displayed during a recent traffic accident that involved a member of the person's family. The person stated, "He really made it a lot easier on our family during a stressful moment," and further commented, "I just really wanted you to know of the outstanding and phenomenal job he did."

A member of the public commended an officer for the "exceptional job" the officer did while working with people who had become aggressive and who had been camping and trespassing near several properties owned by the person. The person described the officer as "keeping cool and taking care of the situation..."

Officers were commended by a member of the public for their kindness and patience related to a 'Welfare Check' involving the person's friend who was found to be deceased. The person commented, "They were absolutely wonderful in a very trying time for me. Just marvelous!"

A member of the public commended officers for the positive experience during a response to a Criminal Mischief incident. The person commented that the officers "acted professionally and with kindness" during the contact. The person further stated, "We were impressed with the two of them and wanted you to know that they are excellent representatives of our Eugene Police force."

Officers were commended by a member of the public for their assistance during a 'Suspicious Conditions' call for service at the person's home. The person commented, "They were just so kind, so understanding and I'm really grateful for them."

A member of the public commended an officer for the effort that was put forth in retrieving the person's stolen vehicle. The person felt the officer's actions were "above and beyond" the normal protocols in dealing with a vehicle theft case. The person commented, "I just really appreciate that. It meant a lot to me. He handled it with extreme class and care."

An officer was commended by a member of the public for the positive interaction the person had with the officer during a response to a dispute. The person commented, "(Officer's name) is perhaps the most professional and courteous officer I've ever met in my life. He absolutely did a fantastic job."

## **July 2017**

### **The Eugene Police Department received 22 commendations from citizens in July, 2017. Below is a sample of those commendations.**

An officer was commended by the family of a person who had recently passed away. A relative of the deceased family member commented, "Thank you so much for all your support and kindness...You were so calm and caring when we needed that. We wanted to express our appreciation."

A member of the public commended an officer for their assistance in dealing with a patient in need of immediate lifesaving measures at the hospital. The person expressed admiration for the officer in dealing with a difficult situation and commented, "I really appreciate what he did for the patient he brought in. He did a great job!"

An officer was commended by a member of the public for their assistance in taking a theft report. The person commented, "He just went through my whole case. He was extremely helpful. He asked great questions. He did a great job!"

A member of the public commended an officer for their professionalism following repeated contacts with the officer during their response to calls for service. The person commented, "The officer's service is outstanding! The care and professionalism he has is amazing."

Officers were commended by a member of the public for their actions related to a call about a vicious dog and an assault by one of the tenants at the apartment complex where the person resides. The person was very impressed with how the tense situation was handled and commented that the officers kept things "very calm and controlled".

A member of the public commended the Eugene Police Department for their efforts related to numerous 'Missing Person' calls for service the person has reported in trying to locate their daughter that suffers from a medical condition. The person commented, "I have been overwhelmed with the kindness and support from the Eugene Police Department!"

A member of the public commended an officer for their assistance with a family member who has a medical condition that increases concern for her well being, "You went far beyond the normal duties and I am forever grateful. You are an incredible human being and police officer... I just cannot

begin to thank you enough for your presence and assistance that night. You handled the situation perfectly and made a huge difference in our lives."

## **June 2017**

**The Eugene Police Department received 22 commendations from the public in June, 2017. Below is a sample of those commendations.**

A person commended a community service officer for the way a situation was handled involving two individuals with an intellectual disability. The person felt the officer showed "lots of patience" during the incident. One of the involved people previously had a negative experience with law enforcement, but the person felt the officer engaged the situation in a way that was less stressful for the individuals involved. The person was very appreciative of the officer's efforts in the matter.

An officer was commended by a member of the public for the way they handled an incident involving a resident that had been injured by a gardening tool. The person stated that the officer was "very professional" in the way they engaged the involved parties.

A member of the public commended officers for the way a situation was handled during a SWAT call-out. The person commented, "The police department, when they responded, were extremely professional... extremely patient. I really appreciate the professionalism of your force."

Call-takers were commended for their efforts in the handling of a house fire event. The commending person stated that the call-takers were "helpful and clear, as well as easy to work with as crews battled the blaze".

A member of the public submitted a 'Thank You' card commending an officer for the professionalism displayed in relation to a road rage incident that the officer responded to. The person commented, "I called in a road rage incident just for public safety concerns. To my surprise, (officer's name) responded to interview me. He was professional, smart, courteous and informative."

Officers were commended by a member of the public for their assistance in dealing with a subject that was trespassing at their place of business recently. The person commented, "I just wanted to say 'Thank You' to the Eugene Police Department. I really appreciate their efforts to help keep our business safe and presentable to the public."

A member of the public submitted a 'Thank You' card to commend officers for their efforts during the recent March for Truth event. The person commented, "We sincerely thank (officer's name) and his team for their presence and help in ensuring our ability to express our views in a manner that was safe and peaceful for us and for our community."

An officer was commended by a member of the public for the way they handled a situation while working with a 'physically challenged' subject that was living out of a van in the person's neighborhood. The officer was able to work with the subject in explaining the need to leave, at the same time giving her the flexibility of what the subject needed to do that night. The person commented, "I just thought he did a really good job."



A member of the public commended EPD staff for their professionalism and dedication while participating in local car seat clinics in recent months. The person commented, "Because of their long-standing service in this area, our children have been protected and parents educated to keep their children safe."

Officers were commended by a member of the public for their efforts related to a burglary that took place at the person's residence. The person had been in contact with the officers over the last couple months dealing with the recovery of items that were stolen and other issues dealing with credit cards taken from the home. The person commented, "(Officer's name) really went above and beyond in terms of follow-up and was extremely supportive..." The person further stated, "I've never had such a positive experience with the police."

A member of the public commended officers for their efforts and how they handle situations in the downtown area. The person works downtown and has witnessed officers "doing all kinds of good things". The person stated that they see officers that "are put in a stressful situation by an individual on drugs or alcohol and always seem to professionally handle the situation".

Officers were commended by a member of the public that was on a recent ride-along with the officer. The person observed numerous types of responses to calls for service, but was very impressed with how officers handled a subject who was attempting personal harm. The person commented, "Due to their training and caring about this individual, a life that was certainly headed for destruction was saved. To see your officers in action was simply amazing and I hope you will commend all of them for the poise and heroism they showed in saving the individual's life."

## **May 2017**

**The Eugene Police Department received 32 commendations from the public in May, 2017. Below is a sample of those commendations.**

A member of the public submitted a 'Thank You' card to commend an officer for their efforts during the Olympic Trials. The person commented, "We appreciate your tireless work to keep all our guests safe and to make the experience as efficient and responsive as possible. You are awesome to work with!"

A member of the public commended the Eugene Police Department for their efforts in cleaning up the Downtown area and making it a safer place. The person commented, "I have noticed a difference since the police have been present in the Downtown area. Much quieter, cleaner and peaceful. It just feels nice."

Officers were commended by a member of the public for their assistance related to a suspicious conditions incident. The person commented, "The situation was handled very well and we really appreciate their response." The person further stated, "The team that showed up to handle it were perfect with it. Thank you very much!"

A member of the public commended officers for their response and professionalism related to a vehicle accident the person was involved in. The person commented, "I think they went above and

beyond everything they needed to do. They were really super nice!" The person also stated, "They were very hospitable!"

The Eugene Police Department was commended by a member of the public for their prompt action in dealing with potential threats towards a local mosque. The person commented, "Thank you for arresting and charging the person who threatened members of the mosque. Also, thank you for offering to patrol the area near the mosque more so people can pray in peace."

Officers were commended by a member of the public for their response related to a possible march taking place near an elementary school. The person commented, "Sincere and heartfelt thanks for the excellent support provided to (school name) students and families. Eugene is lucky to have public servants as awesome as you!"

The principal at a local middle school commended an officer for their dedication and compassion while serving as the school's resource officer. The principal commented,

"Characteristics such as dependable, dedicated, compassionate, and hardworking come to mind when I think of (officer's name)." The principal further stated, "In short, (officer's name) surpasses all expectations and has the demonstrated ability to "raise the bar" for all students, staff and community members."

An officer was commended by a member of the public for their ability to put the person at ease during a recent minor accident the citizen's father was involved in while using the person's vehicle. The person was on vacation out of country at the time of the accident. The person commented, "It was just so well communicated that I never had any worries. It was very clear. He was really kind and communicated so gracefully."

A member of the public submitted a letter to commend the Eugene Police Department during Police Appreciation Week. In the letter, the person commented, "Thank you for putting your lives on the line to carry out your duties, and thank you for being willing to risk your safety to protect ours."

An officer was commended by a member of the public for the positive interaction they had with the officer when the person was given a warning in regards to a traffic infraction. The person commented, "It was one of the best experiences I've had with a police officer in the last twenty years. Absolutely pleasant guy and very helpful. He made my day!"

A member of the public commended an officer for the professionalism shown while handling an animal cruelty incident at the Saturday Market. The person felt the officer did a great job keeping things peaceful during a situation that was very uncomfortable. The person commented, "She handled the incident very well. She was amazing!"

Officers were commended by a member of the public who was very impressed with how the officers handled subjects that had been smoking marijuana in a downtown alley. The person commented, "They had to put up with some disrespectful individuals, but handled it very nicely."

**April 2017**

**The Eugene Police Department received 19 commendations from citizens in April, 2017. Below is a sample of those commendations.**

A member of the public commended officers for their professionalism and courtesy during a recent contact with a trespasser at the person's place of business. The person had requested assistance in removing the trespasser from the property and was very impressed with how polite and patient the officers were in gaining compliance from the trespasser.

Officers were commended by a member of the public for the positive interaction that was conducted with a separated family member who had been experiencing some troubling times recently that involved police t. The person commented, "To all the police officers, I just want to say thank you. It hurts my heart but thank you so much for doing your job."

A member of the public commended officers for the compassion shown during a recent incident where a community work center experienced the devastating loss of a co-worker. The person commented, "At the end of a very long day, late in the evening, I received a call of support and encouragement from (officer's name). I am not sure he knew how much that call meant at that particular moment. I am very thankful for his kind words and thoughtfulness. He was absolutely a blessing... Class act."

A detective was commended by a member of the public for the professionalism that was displayed when dealing with the detective on a recent case. The person commented, "I have been highly impressed by (detective's name) professionalism, diligence, intelligence, detail-oriented-ness, extensive knowledge, skills, expertise, compassion, and forthrightness. He quite obviously goes the extra mile for EPD and victims."

A member of the public commended an officer for their professionalism during a traffic stop. The person commented, "I was so impressed by (officer's name) professionalism and politeness that I felt compelled to let you know!" The person further stated, "He was exceptionally kind while thoroughly examining my information and informing me why he had stopped me. He took the time to listen and answer my questions. (Officer's name) is an absolute credit to the force!"

Officers were commended by a member of the public for the superb job they did during a dispute call for service at the person's residence when a member of the person's family had become violent, which led to the person calling police for assistance. The person felt the officers were very effective in listening to the granddaughter's side of the story and keeping everything calm. The person stated, "They did an excellent job. The way they treated my granddaughter was great!"

A member of the public commended a 9-1-1 calltaker for the positive interaction they had while initiating a call for service. The person commented, "She's amazing! She did a fabulous job working with me."

A detective received a letter from the family related to a recent homicide victim. The victim's family commended the officer for the compassion that was shown during this tragic ordeal. The family commented, "During the worst times of our lives, your decency, humanity and sense of urgency made it less horrible. It may not sound like something earth shattering, but to us it was!" The family further commented, "You made a difference in our lives when we really needed someone."

## **March 2017**

### **The Eugene Police Department received 26 commendations from citizens in March, 2017. Below is a sample of those commendations.**

A member of the public commended officers for their "exemplary support" in assisting the person's mother that was recently hit by a vehicle while riding a bike. The person commented, "They certainly served their department quite well."

Officers received a 'thank you' card from a member of the public for the assistance they provided in locating the person's vehicle. The person commented, "Thank you all for helping me get my car back. This had been a very awful two months of stress trying to find it. You were amazing!"

A member of the public commended a calltaker for their assistance when they were attempting to attain contact information for the Veteran's Crisis Line (suicide assistance). The person commented, "She literally saved my life." The person was very thankful for the compassion and empathy the calltaker displayed during their interaction.

Officers were commended by a member of the public for their response to a call for service where the son of the person suffered from cardiac arrest. The person's granddaughter was in the room with her father until police arrived. They stated, "We want to thank you for the professionalism of the officers at the scene, and for sincerely displaying how the police and fire services take care of each other."

The Eugene Police Department was shown gratitude by a member of the public for their assistance in removing an illegal camper recently. The person commented, "I just wanted to say 'Thank You'. This is a Eugene citizen that appreciates it."

An officer was commended by a member of the public for the way the officer interacted with a child at a local business and mentioned that the officer had given the young boy a badge sticker and spoke to him about behaving and listening to his parents. The person commented, "It was so tender. Tear jerking. The policeman is just a wonderful man."

Officers were commended by a member of the public for their response to an accidental house alarm being set off by their dog. The person felt bad that police had to utilize resources due to this mishap, but was very appreciative for the officers' response. The person commented, "We were told by neighbors that they approached the house in this super professional way and made their search inside the house. When they left, they were laughing. I suspect they were attacked by my twenty pound Shih Tzu, who probably nibbled their shoes!"

A member of the public commended an officer for the compassion shown during a recent warrant arrest of a young man and stated that the young man believed his issue had been resolved with the courts and the warrant was a mistake. The officer still had an obligation to arrest the young man. When the young man wasn't able to post bail and was upset that he would miss work the next morning at a new job, the officer offered to cover the bail amount with his own personal credit card. The person commented, "I do not know if (officer's name) was ever reimbursed for this cost. I found it incredible that this officer would offer his own personal assistance in this situation."

A member of the public commended an officer for the exceptional ride-along experience they had and commented, "Our day was steady with a variety of calls from a dispute, shoplifting, camping violations and more. In each of the situations, he responded with genuine concern and went above and beyond in solving the problem... I left this ride-along not only with a stronger urge to pursue my career in law enforcement but an even higher respect for the strength and character of this officer and the Eugene Police Department."

An officer was commended by a member of the public that witnessed the officer having encounters with several individuals in the downtown area, some needing corrective behavior enforcement. The person commented, "I personally witnessed incredible positive interactions with those community members, thus they reciprocated respect back to you. Your representation of the Eugene Police Department, to exhibit integrity and a commitment to serve this community with dignity and respect, is beyond commendable."

A member of the public commended the Eugene Police Department for the increased focus in the downtown area. The person commented, "As someone who lives, works, eats and walks downtown, I wanted to let you know that I have seen a noticeable difference the last few days. I have not been accosted, harassed, shouted at or had to step over bodies for several days. Your police force has been visible and busy (but in a very professional way, those guys have the patience of saints). Whatever you are doing is working."

## **February 2017**

### **The Eugene Police Department received 24 commendations from the public in February 2017. Below is a sample of those commendations.**

Officers were commended by a local fire chief for their knowledge and professionalism while providing training to over one hundred First Responders. The fire chief commented, "Both (officers' names) presented a lecture and demonstration for over two hours which kept attendees on the edge of their seats." Some of the review comments included, "Best class I've had in a long time." and "I never even thought of the potential of being involved in a bombing incident."

A person from a local donation center commended an officer for the compassion shown to their organization. The person commented, "He cares about us over here. The things he does is extremely appreciated. He's donated out of his own pocket for us. He gives his own time and he listens. He actually cares. He's helped a lot of us out."

Officers were commended by a member of the public for going above and beyond to help a female that lives in their household. The female subject had been out for the evening and seemed to have become disoriented, due to unknown reasons. First, officers had located the female's purse that had been left in a taxi and dropped it off at the address they were able to obtain. The female had still not been located to this point. Officers searched two hours and when they eventually located her, she didn't know where she was. Officers safely got her home. The person commented, "They were protecting and serving. They were doing their job and i just really appreciate it."

A member of the public submitted a letter commending a detective for their efforts in solving a fraudulent check case that took place at a local store. The person commented, "The (company name) appreciates (detective's name) efficiently and effectively investigating this case and taking the time to keep me updated on the status. He is a pleasure to work with... He is a credit to the Eugene Police Department."

Officers were commended by a member of the public for their efforts in making it possible for two dogs, during 2016, "to now have loving homes". Dogs, Earl and Jake, were found by officers in rough shape and in difficult circumstances. They are now in better living conditions due to the officers' assistance.

A member of the public complimented an officer for being a mentor and team player. The person elaborated about how the officer has helped with the work they've done within the community, specifically downtown, and added, "Big thanks to my friend (officer's name)! You've taught me more about teams than just about anyone I know and I appreciate you!"

An officer was commended by a member of the public for their actions during a recent shooting at a local restaurant. The person was very appreciative and wanted to extend a personal 'Thank You' for the way the officer made contact with the subject and took control of the situation once a shot had been fired. The person felt this was a huge help to their team members in trying to deal with the situation.

A member of the public commended an officer that responded to their work center to take a complaint from a young woman that had been threatened by a person that had previously committed acts of domestic violence against her. The person commented, "(Officer's name) was very compassionate. He was very professional. This is likely the first incident that this young woman has ever had a positive interaction with law enforcement and she had pointed it out to me..."

Officers were commended by a member of the public during a call for service involving a suicide victim. The person commented, "EPD staff were excellent in handling the situation; demonstrating tremendous compassion, empathy and patience in the situation."

## **January 2017**

### **The Eugene Police Department received 33 commendations from the public in January 2017. Below is a sample of those commendations.**

A member of the public commended an officer for their time and efforts in working with the person's neighborhood, and commented, "He has worked beyond the call responding to local concerns, from meeting with neighbors to creatively working on notifications indication police responses to calls."

The communications center staff was commended by a person for the way they handled the person's call until the situation was resolved. The person commented, "I had an experience last

night with dispatch and it was amazing. I just wanted to commend them for the way it was handled. It was very kind, compassionate and understanding."

An officer was commended by a member of the public for their professionalism and assistance in dealing with a noise complaint. Officers were not able to respond initially to the call for service due to the call load, but ensured the person's concerns were addressed. The person commented, "(Officer's name) phoned me to explain that many emergencies interfered with arriving earlier and was most empathetic."

A member of the public commended department employees for their assistance related to a reported assault on the person's neighbor. The person commented that the calltaker "was extremely patient" and provided "a huge amount of information" on how the person should proceed with what was witnessed. When officers arrived to the person's residence, the person stated, "I was very impressed." The officers were able to advise the person on how to handle similar situations in the future. The person further commented, "These gentlemen had very good education and training around that."

Officers were commended by a member of the public for their assistance in removing an illegal camper at Skinner's Butte Park. The person commented, "Thank you very much. That was really quick!" The person also expressed their gratitude with the improvement in the Park Blocks. The person further stated, "I haven't really been able to walk through that area in the last couple of years. It's much better now."

A member of the public commended an officer for their "professionalism and compassion" when the pick-up truck of a deceased family member was stolen. The person commented, "I just want to thank him for his kindness and understanding. I was pretty shook up to have our son's truck stolen, and (officer's name) brought a steady reassurance and calming to me and my husband."

An officer was commended by a member of the public for their assistance. The person and their son were passing through Eugene on a trip from Washington to California. The person was towing a new trailer and was having a malfunction with the slide-out. The officer drove by and tried to assist, initially without success. The person commented, "But after he left, he went online, ran down the make and model, and shortly returned." The officer had found the answer! The person further commented, "I was amazed that (officer's name) took the time to research this out for us. This was an act of kindness beyond his responsibility as a police officer, and I was greatly impressed."

A member of the public commended the Eugene Police Department for their "exemplary service" to the community during the Women's March that took place in Eugene on January 21, 2017. The person commented, "It was the most perfect example of 'To Serve and Protect'. Once again I am reminded of how fortunate we all are to live in Eugene, Oregon."

Officers were commended by a member of the public for their support during the recent Women's March. The person commented, "I just wanted to put in writing my thanks to you for your leadership and to your team who monitored and guided the Women's March on Saturday. The officers were smiling, engaging, helpful, and encouraging to the crowd. I heard many people personally thank them for their presence and their good work. They enabled us all to have a positive experience."

A member of the public commended officers on the professionalism that was shown in dealing with an unruly patient at the hospital that was needing medical clearance prior to being processed at the jail. The person commented, "When I say unruly, I mean disrespectful, uncooperative and rude... Despite the patient's best efforts, (officer's name) kept calm and professional. Best of all, he kept his sense of humor during the ordeal. I just wanted to let him know that I appreciate his patience and good attitude."

A member of the public commended the Eugene Police Department for their service during the recent Women's March. The person commented, "Thank you and your department, for your smooth overseeing of the Women's March last Saturday. We all enjoyed the wet and rainy day made possible by the helpfulness of the E.P.D. It was much appreciated."